

SECTION 3. FLIGHT ATTENDANT BASIC INDOCTRINATION TRAINING CURRICULUM SEGMENTS

1945. GENERAL. FAR 121.415(a)(1) and FAR 135.329(a)(1) require all new-hire flight attendants to complete the basic indoctrination curriculum segment in the initial new-hire category of training. This section provides direction and guidance to inspectors for evaluating the content of flight attendant basic indoctrination curriculum segments.

A. Purpose of Basic Indoctrination Training. The basic indoctrination curriculum segment is unique to the initial new-hire category of training. The training in the basic indoctrination curriculum segment serves as an introduction for the new-hire employee to the operator and to the operational requirements of Part 121 or Part 135, and also serves as the basis for subsequent flight attendant training.

B. Regulatory Requirements. FAR 121.415(a)(1) requires all new-hire flight attendants to complete 40 hours of basic indoctrination training unless the required number of hours is reduced under FAR 121.405 or Far 121.401(d). Part 135 does not require a specific number of hours for initial indoctrination training. FAR 121.415(a)(1) and FAR 135.329(a)(1) require that basic indoctrination curriculum segments for flight attendants include training in the following areas:

- Duties and responsibilities
- Appropriate provisions of the FAR's
- Appropriate portions of the operator's manual

C. Acceptable Basic Indoctrination Curriculum Segment Content. In addition to the required training listed in previous subparagraph B, operators should include other types of training in basic indoctrination curriculum segments. There is required training that a new-hire flight attendant must be given before performing duty in revenue service that does not fit the criteria for general emergency training or aircraft ground training. This training should be placed in the basic indoctrination curriculum segment and may be credited toward the 40-hour requirement for basic indoctrination training.

1947. BASIC INDOCTRINATION TRAINING SUBJECT AREAS. In the flight attendant basic indoctrination training curriculum segment there are two distinct subject areas of training which are required in the conduct of basic indoctrination training. These two subject areas, which need to be covered in the curriculum segment modules, are "operator-specific" training and "flight attendant-specific" training.

A. Operator-Specific Training. "Operator-specific" training must, according to FAR 121.415(a)(1), include training modules in appropriate provisions of the FAR's and appropriate portions of the certificate holder's operating manual. The policies and procedures contained in the operator's manual are formulated to ensure that the flight attendant and the operator are in compliance with the FAR's during flight operations. The operator normally fulfills both training requirements simultaneously by training flight attendants in the requirements of the manual and by informing flight attendants that these requirements are mandatory under the regulations. Operators are not normally required to cite specific regulations during this training. An example of operator-specific training is instruction on how the operator's specified procedures for the acceptance and stowage of carry-on baggage must be applied.

B. Flight Attendant-Specific Training. "Flight attendant-specific" training, according to FAR 121.415(a)(1), includes training on the duties and responsibilities of crewmembers. Flight attendant-specific training covers all FAR's that pertain specifically to flight attendants, such as the requirement that flight attendants must have access to the manual aboard the aircraft (see FAR 121.137(b) and FAR 135.21 (f)). Flight attendant-specific training modules should also include any additional information flight attendants need to know, such as general aircraft and aviation orientation, when performing assigned duties. An example of flight attendant-specific training is instruction on the crew briefing during preflight.

NOTE: These two areas of training are not always mutually exclusive and in many cases may be covered in the same training module.

NOTE: The appropriate FAR's should be incorporated into the training modules of both subject areas.

1949. FLIGHT ATTENDANT BASIC INDOCTRINATION TRAINING MODULES. A flight attendant basic indoctrination curriculum segment must include as many training modules as necessary to ensure adequate training. Each training module outline must provide at least a descriptive title of the training module and a list of the related elements or events to be presented during instruction on that module.

A. The training module outline must contain sufficient elements and events to ensure students will receive adequate training in both the "operator-specific" area and the "flight attendant-specific" area. For initial approval, it is unnecessary for operators to include detailed descriptions of each element or event within a training module outline. Detailed descriptions are more appropriate when they are included in the operator's courseware. During the approval process, the inspector evaluating the training should review the courseware to ensure that the scope and depth of the training modules are adequate.

B. An operator has a certain amount of flexibility in the arrangement of the basic indoctrination training modules, as follows:

(1) A training module for students with significant experience in Part 121 or Part 135 operations may be less comprehensive than a training module for students without that experience. This is usually the case

with operators who hire only highly-qualified personnel with experience in Part 121 or Part 135 operations.

(2) The training modules required by the FAR's for basic indoctrination training must be included in the basic indoctrination curriculum segment outline and counted toward the hour requirement for this segment. The sequence of the actual training, however, can be determined by the operator. For example, while a training module addressing sterile cockpit requirements must be included in the basic indoctrination curriculum segment outline, the operator may actually conduct training on this module after conducting a module on aircraft-specific training in the aircraft ground training curriculum segment.

(3) While an operator may choose to put a training module in more than one curriculum segment, for approval purposes, that training module must be placed in the curriculum segment designated in this handbook. For example, in order to comply with FAR 121.417, the first aid training module must be placed in the general emergency training curriculum segment. At the operator's discretion, however, the first aid training module could also be covered in the basic indoctrination curriculum segment, but cannot be included in the required number of programmed hours.

C. The following is an example of one of the many acceptable methods of presenting a basic indoctrination training module outline:

- Crew Communication and Coordination
- Routine Flight Duties
- Special Flight Situations

*Elements
Within a
Training
Module*

CREWMEMBER FLIGHT DUTIES AND RESPONSIBILITIES

D. The following example illustrates the inter-relationship between training modules in the

flight attendant basic indoctrination curriculum segment:

I. FLIGHT ATTENDANT BASIC INDOCTRINATION TRAINING	Title of Curriculum Segment
A. Training Objective:	Statement of Training Objectives
B. Operator-Specific Training	Title of Subject Area
<div data-bbox="349 504 933 556" style="border: 1px solid black; padding: 2px;">1. Company Orientation</div> <div data-bbox="381 598 1144 724"> 2. FAR's and Applicable Regs/Materials 3. Operator Policies and Procedures 4. FA Manual/Appropriate Parts of GOM 5. Administrative Practices </div>	Training Modules Within a Curriculum Segment
1. COMPANY ORIENTATION <ul style="list-style-type: none"> • Overview of Company • Company Structure • Company Objectives 	Elements Within a Training Module

1951. OPERATOR-SPECIFIC TRAINING MODULES.

Operator-specific training modules consist of instruction in: the operator's policies and procedures; the operator's methods of compliance with the appropriate FAR's and other applicable regulations; and information about the operator which flight attendants, as employees, need to know to properly perform assigned duties.

NOTE: Flight attendants need to know and understand not only the FAR's, but also the relationship between the FAR's and company policies.

A. *Training Criteria.* Operator-specific training should be developed to ensure that flight attendants have adequate knowledge in the following areas:

- The operator's organization, scope of operation, and administrative practices as applicable to flight attendant assignments and duties
- Appropriate provisions of the FAR's and other applicable regulations and guidance materials
- Operator policies and procedures
- Flight attendant manual and appropriate portions of the operator's General Operating

Manual

B. *Training Module Content.* The following are examples of training modules for the operator-specific training subject area. These examples of training modules encompass different types of operations and may not be applicable to an operator's specific type of operation. It should be noted that there are elements and events contained in these training modules which are not specified in the FAR's but which are intended to provide POI's with further examples of material that may be included in training modules. These are examples only and it is not intended that these examples indicate the only acceptable sequence of instructional delivery, subject titles, or amount of detail.

- (1) *Company Orientation*
 - *Overview of Company:* Type and scope of operations conducted
 - *Company Structure:* Management organization, route structure, fleet composition (size and type), facility locations
- (2) *Appropriate Provisions of the FAR's and Other Applicable Regulations and Guidance Materials*
 - *Federal Aviation Administration:* Regulatory function; overview of

appropriate provisions of FAR's, including Parts 91, 121, 135, 25; additional guidance materials such as advisory circulars, action notices, and memorandums

- *Other Regulatory Agencies Interfacing with Civil Aviation:* Applicable regulations of U.S. Customs Service; U.S. Immigration and Naturalization Service; U.S. Department of Agriculture; U.S. Department of Health and Human Services, including international health regulations; U.S. Drug Enforcement Administration; ICAO

NOTE: Usually operators include information of this type in the flight attendant manual and then train flight attendants on the content of the manuals.

NOTE: Training in the "Operator Policies and Procedures" module should emphasize the relationship between the FAR's and the company's policies and procedures.

(3) *Operator Policies and Procedures*

- *Operational Policies and Regulations Relating to Flight Attendant Activities:* Authority of PIC; chain-of-command; credential requirements for admission to cockpit; locking of cockpit door; sterile cockpit procedures; required number of flight attendants; flight attendant substitutes at intermediate stops; taxi requirements; passenger briefings and demonstrations; carriage and briefing of passengers who require special assistance; carry-on baggage requirements; exit row seating requirements; carriage of cargo in passenger compartments; stowage of canes and crutches; stowage of crew bags; identification and stowage of hazardous materials; serving alcoholic beverages; fueling with passengers on board; electronic devices; carriage of pets; stowage of inflight service items; galley equipment restraints; stowage compartment restraints; flight attendant jumpseat requirements; passenger seating requirements; infant/child restraints; required placards and signs;

compliance with seatbelt and no-smoking signs; smoking regulations; cockpit-to-cabin signals; serving food to flight crewmembers; MEL provisions; preflight policies; reporting mechanical irregularities

- *Passenger Handling Policies and Regulations Relating to Flight Attendant Activities:* Passenger acceptance and refusal policies; passengers requiring special assistance; armed passengers; prisoners with escorts; couriers; unauthorized persons; apprehensive passengers; passengers who carry oxygen for personal use; oxygen administration inflight; serious illness or injury inflight; apparent death inflight; problem passengers such as passengers who appear to be emotionally disturbed, passengers who appear to be under the influence of alcoholic beverages and narcotic drugs, passengers who abuse flight attendants, passengers who interfere with a crewmember in the performance of duties, passengers who smoke in lavatories, passengers who refuse to follow the safety instructions of crewmembers; passengers who do not comply with the FAR's; passengers with special needs such as infants, children, unaccompanied minors, elderly, obese, pregnant, and non-English speaking

(4) *Flight Attendant Manual and Appropriate Portions of the Operator's General Operating Manual (GOM)*

- *Flight Attendant Manual Organization:* Overview of manual sections; correlation of manual sections to flight attendant training program; reference system; revision system; distribution system
- *Flight Attendant Manual Requirements:* Flight attendant responsibilities, including carriage of manual when performing assigned duties and maintaining manual currency; importance of standardization of procedures and communication signals between flight crewmembers and flight attendants
- *General Operating Manual:* Organization and familiarity with portions applicable to flight attendants

- (5) *Administrative Practices.* Required documentation; scheduling; inner-company communications

1953. FLIGHT ATTENDANT-SPECIFIC TRAINING MODULES. Flight attendant-specific training modules provide flight attendants with general aircraft and aviation information and instruction on the proper performance of crewmember duties and responsibilities.

A. *Training Criteria.* Flight attendant-specific training should be developed to ensure that flight attendants have adequate knowledge in the following areas:

- Basic aircraft and aviation familiarization
- Flight attendant requirements and standards
- Crewmember flight duties and responsibilities for each phase of flight

B. *Training Module Content.* The following are examples of training modules for the flight attendant-specific training subject area. These examples of training modules encompass different types of operations and may not be applicable to an operator's specific type of operation. It should be noted that there are elements and events contained in these training modules which are not specified in the FAR's but which are intended to provide POI's with further examples of material that may be included in training modules. These are examples only and it is not intended that these examples indicate the only acceptable sequence of instructional delivery, subject titles, or amount of detail.

(1) *General Aircraft and Aviation Orientation*

NOTE: While the following elements are broad subject areas, these elements should be limited to flight attendant and cabin safety needs in relation to the operator's specific operation.

- *Aircraft Familiarization:* Basic aircraft description and terminology (interior and exterior); basic aircraft components such as flaps and landing gear; cockpit and cabin configurations; appropriate cabin systems such as communication, lighting, and oxygen; effect of weight and balance on passenger seating; recognition of unusual aircraft functioning
- *Weather Conditions:* A basic understanding of: clear air

turbulence; cloud penetration; thunderstorms; winter operations

- *Time Conversion:* 24-hour clock, including time zones; Greenwich Mean Time; International Date Line
- *Aviation Terminology:* Airport; flight and ground operations; airport designator

(2) *Flight Attendant Requirements and Standards*

- *Flight Attendant Requirements:* Company-required equipment, including flight attendant manual responsibilities; required documents and immunizations; required duties; training and qualification requirements to include recurrent training, performance checks, and competency checks; rules on consumption of alcoholic beverages and use of narcotics by crewmembers

(3) *Crewmember Flight Duties and Responsibilities*

- *Crew Communication and Coordination:* Importance and content of crew briefing; flight familiarization, including takeoffs and landings; inflight communications; postflight debriefing; crewmember team concept; standardization of procedures and signals between cockpit and crew, to include: pre-flight responsibilities, chime signals, signal for evacuation, signal for sterile cockpit, security procedures, procedures for initiation of evacuation, procedures for notification of emergency, cockpit emergency assignments, procedures for notifying cockpit that all passengers are seated prior to movement of aircraft - for takeoff and for landing, positioning of cockpit door prior to takeoff, procedures for flight attendant entry to cockpit, announcements for flight attendants to be seated prior to takeoff
- *Routine Flight Duties:* Authority of crew duty positions; crewmember duties and responsibilities specific to each crew position for each phase of flight such as emergency equipment preflight and passenger boarding responsibilities; review of FAR's and company policies relevant to cabin safety; awareness of interior and exterior safety hazards; content of passenger briefings for all phases of flight

- *Special Flight Situations:* Procedures for delayed flights; spoiled food; passenger complaints; damaged personal effects

1955. CURRICULUM SEGMENT COMPLETION REQUIREMENTS.

An instructor or supervisor must certify that a student has completed a curriculum segment. This certification is normally based on the satisfactory results of a written or oral examination given at the end of the course. With some training methods, such as computer-based instruction (CBI), the certification may be based on student progress checks administered during the course.

1957. EVALUATION OF TRAINING HOURS.

A. *Part 121.* FAR 121.415 specifies a minimum of 40 programmed hours of instruction for basic indoctrination training. Usually, 40 hours should be the minimum number of training hours for basic indoctrination for Part 121 operators who employ personnel without Part 121 experience or those with minimal Part 121 experience. When approving the basic indoctrination curriculum segment, the POI must consider the complexity of both the operation and the aircraft. Training for a complex type of operation may require that the 40-hour minimum be exceeded, while there may be an acceptable reduction in training hours for a less complex type of operation. Reductions to the programmed hours in certain situations may be appropriate, such as when the operator's enrollment prerequisites stipulate a high level of Part 121 experience.

B. *Part 135.* Part 135 does not specify a minimum number of programmed hours for flight attendant basic indoctrination training. Basic indoctrination training for flight attendants in a Part 135 operation, however, requires training in the same scope of responsibilities required for flight attendants in a Part 121 operation. For example, Part 135 flight attendants must receive training on all applicable Part 135 regulations and on the corresponding company policies. As another example, Part 135 flight attendants must receive instruction on the operator's practices and on all required duties and responsibilities to be performed as an employee of the operator. Therefore, the training hours for Part 135 flight attendant basic indoctrination are equivalent to Part 121 training hours. When approving the basic indoctrination curriculum segment, the POI must consider the complexity of both the operation and the aircraft. For example, training hours for a complex type of operation

may need to exceed 40 hours while the training hours for a less complex type of operation may be less.

1959. EVALUATION OF A FLIGHT ATTENDANT BASIC INDOCTRINATION CURRICULUM SEGMENT OUTLINE FOR INITIAL APPROVAL. When evaluating a basic indoctrination curriculum segment outline for initial approval, inspectors must determine whether the training modules contain the information required for flight attendants to fully understand the operator's manner of conducting operations, the operator's means of regulatory compliance, and the guidance materials pertinent to a flight attendant's duties and responsibilities. Inspectors should use the job aid in this section when evaluating the proposed curriculum segment outline (see figure 3.14.3.1).

1961. FLIGHT ATTENDANT BASIC INDOCTRINATION CURRICULUM SEGMENT JOB AID.

A. The Basic Indoctrination Curriculum Segment Job Aid (see figure 3.14.3.1) is provided to assist inspectors when evaluating this curriculum segment. This job aid covers the two distinct subject areas of basic indoctrination training: operator-specific training and flight attendant-specific training. The job aid is intended to assist inspectors during the evaluation of individual basic indoctrination training curriculum segment modules.

B. When using the job aid, an inspector should make a side-by-side comparison of the operator's proposal to make the following determinations:

- The proposal provides for both operator-specific training and flight attendant-specific training
- The proposal is general in nature and serves to acquaint the student with the operator's procedures, policies, and practices
- Training modules do not contain elements which are "aircraft-specific" or "emergency" training (see volume 3, chapter 14, section 4)
- Sufficient training module elements are listed to ensure that the appropriate depth and scope of the material will be presented

C. The job aid is organized with training subjects listed in the left column and evaluation criteria listed across the top. Inspectors may use the spaces within the matrix for items such as notes, comments, dates, or checkmarks. There are also blank columns and rows on each job aid for inspectors to include additional training modules or evaluation criteria.

1962. - 1972. RESERVED.

FIGURE 3.14.3.1
FLIGHT ATTENDANT BASIC INDOCTRINATION TRAINING JOB AID
SUBJECT AREA 1: OPERATOR-SPECIFIC TRAINING

TRAINING SUBJECTS	EVALUATION CRITERIA				
	Adequacy of Elements/ Events	Adequacy of Courseware	Training Aids and Facilities		
Company Orientation					
FAR's & Applicable Rules/Regulations					
Operator Policies and Procedures					
Flight Attendant Manual/GOM Parts					
Administrative Practices					

FIGURE 3.14.3.1 (Cont'd.)
FLIGHT ATTENDANT BASIC INDOCTRINATION TRAINING JOB AID
SUBJECT AREA 2: FLIGHT ATTENDANT-SPECIFIC TRAINING

TRAINING SUBJECTS	EVALUATION CRITERIA				
	Adequacy of Elements/ Events	Adequacy of Courseware	Training Aids and Facilities		
Genl. Aircraft & Aviation Orient.					
Flight Attendant Requirements and Standards					
Crewmember Flight Duties and Responsibilities					

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